

Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Supplementary Budget Estimates Hearing – October 2008

Department of Finance and Deregulation

Finance and Deregulation Portfolio



Outcome 3, Output 3.1.1

Topic: Mobile Personal Digital Assistants (PDA)

Question reference number: F19

Type of Question: Hansard F&PA 44 on 21 October 2008

Date set by the committee for the return of answer: 5 December 2008

Number of Pages: 1

Senator Polley asked:

Can you give me a breakdown in relation to the average length of time that it has taken to repair or replace PDAs?

Answer:

The repair time for PDAs will vary, depending on the warranty terms, the device type, the nature of the repair and the courier timeframes to collect and return the device to the user. Our Help Desk Service provider, the Department of Parliamentary Services, has advised that it is unable to identify help desk logs to this level of detail. The information necessary to answer the question is, accordingly, not available.